

GENERAL INFORMATION

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The information provided in this publication is for your convenience and reference as a general guide only and cannot be relied upon as an authoritative source for the law, practices, or policies of CalPERS. While CalPERS tries to include only accurate, timely and complete information in its publications, summaries, guidelines and other advisory printed materials, sometimes information provided in printed materials may be or become inaccurate, untimely, incomplete, unclear or misleading. In all instances, the law then in effect, not this publication, controls the application of the Public Employees' Retirement Law. It is the reader's responsibility to independently verify the accuracy of the information contained in this publication before engaging in a course of action.

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GENERAL INFORMATION

This Manual is designed to help you in your preparation of information for the California Public Employees' Retirement System. The manual is divided into seven sections:

- Contract Coverage
- Membership Procedures
- Compensation Review
- Payroll Reporting Procedures
- Benefits Procedures
- Programs, Classes, and Workshops
- Web Services, Forms and Publications

These sections cover the main areas of the System's operation. Subjects covered within each section are outlined in the table of contents.

UPDATES TO THIS MANUAL

Since this Manual is being distributed via **CalPERS On-Line** only, updates will be provided in the same way. Each section will have a revision date to ensure you are using the most current information available. Please check the Procedure Manual home page on **CalPERS On-Line** for the list of revision dates. Updates will be announced via CalPERS Employer eBulletins.

MANUAL COORDINATOR RESPONSIBILITIES

Use the manual at the CalPERS Web site (www.calpers.ca.gov) as your resource to answer questions. Please call the CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**) if you need additional assistance.

The Procedures Manual is provided with the intent of making information available to all employees. Manuals can be downloaded or printed directly from www.calpers.ca.gov, and should be placed in a central visible location within the work area. Each employee involved with CalPERS responsibilities should be instructed in the location and proper use of the manual.

CONFIDENTIALITY OF MEMBER DATA

For the member's protection, each employee involved with CalPERS reporting should be aware of Government Code section 20230, which states: "Data filed by any member or beneficiary with the Board is confidential, and no individual record shall be divulged by any official or employee having access to it to any person other than the member to whom the information relates or his authorized representative, the contracting agency or school district by which he is employed, any state department or agency, or the university. Such information shall be used by the Board for the sole purpose of carrying into effect the provisions of this part. Any information which is requested for retirement purposes by any public agency shall be treated as confidential by such agency."

HEADQUARTERS OFFICE LOCATION

Board of Administration
California Public Employees' Retirement System
400 Q Street, Room 3340, Lincoln Plaza North
Sacramento, CA 95811
(916) 795-3000

TDD (Speech and Hearing Impaired)
(877) 249-7442
California Relay Service –
Telecommunications Device for the Deaf
(800) 735-2929

CUSTOMER SERVICE AND OUTREACH DIVISION

888 CalPERS (or **888-225-7377**)
(916) 795-3005 (Fax)

The CalPERS Customer Contact Center acts as a single point of contact for employers.

EMPLOYER INFORMATION

- Actuarial services
- CalPERS Education Center enrollment
- Communication services
- Compensation review
- Constituent services
- Emergency retirements
- Employer contracts
- Employer education

- Employer statements
- Health enrollment transactions
- Health plan eligibility
- Initiate employer contract amendments
- Payroll discrepancies
- Payroll file transfer
- Payroll reporting information
- Process death reports
- Public agency health billing
- Reciprocity information
- Requests for forms and publications
- Retirement application status
- Retirement eligibility
- Social Security Number discrepancies
- Update employer contacts

CALPERS CUSTOMER CONTACT CENTER

888 CalPERS (or **888-225-7377**)
(916) 795-3487 (FAX)

The CalPERS Customer Contact Center acts as a single point of contact for active and retired members.

MEMBER INFORMATION

- Address changes
- Changing beneficiaries
- Community property information
- Cost-of-living adjustments (COLAs)
- Direct deposit of monthly benefit payment
- Monthly retirement warrants
- Post-retirement death notifications
- Replacement of lost or stolen checks
- Retirement eligibility and payment
- Survivor and beneficiary information
- Tax withholding changes
- Working after retirement
- Health plan eligibility and enrollment
- Annual Member Statements
- Contribution adjustments
- First-tier and second-tier benefits
- Pension compensation review
- Pre-retirement death benefits
- Reciprocity refund information
- Service credit information
- Service or disability retirement
- Emergency retirements

CALPERS REGIONAL OFFICES

888 CalPERS (or **888-225-7377**)

AREAS OF SERVICE

- Public information counters
- Retirement counseling
- Retirement estimates

REGIONAL OFFICE LOCATIONS

REGIONAL OFFICES	COUNTIES SERVED			
Sacramento Regional Office 400 Q Street, Room 1820 Lincoln Plaza East Sacramento, CA 95811 888 CalPERS (or 888-225-7377) Fax: (916) 795-7917	Alpine Amador Butte Calaveras Colusa El Dorado Glenn	Lassen Modoc Mono Nevada Placer Plumas	Sacramento San Joaquin Shasta Sierra Siskiyou Stanislaus	Sutter Tehama Trinity Tuolumne Yolo Yuba
Walnut Creek Regional Office 1340 Treat Boulevard, Suite 200 Walnut Creek, California 94597 888 CalPERS (or 888-225-7377) Fax: (925) 746-8501	Alameda Contra Costa Del Norte Humboldt	Lake Marin Mendocino Napa	San Francisco Solano Sonoma	
Glendale Regional Office 655 North Central Avenue, Suite 1400 Glendale, CA 91203 888 CalPERS (or 888-225-7377) Fax (818) 662-4304	Los Angeles San Luis Obispo Santa Barbara Ventura			
San Bernardino Regional Office 650 East Hospitality Lane, Suite 330 San Bernardino, CA 92408 888 CalPERS (or 888-225-7377) Fax (909) 806-4820	Inyo Riverside San Bernardino			
Fresno Regional Office 10 River Park Place East, Suite 230 Fresno, CA 93720 888 CalPERS (or 888-225-7377) Fax (559) 440-4901	Fresno Kern King Madera Mariposa	Merced Monterey San Benito Tulare		
San Jose Regional Office 181 Metro Drive, #520 San Jose, CA 95110 888 CalPERS (or 888-225-7377) Fax (408) 451-8001	San Mateo Santa Clara Santa Cruz			
Orange Regional Office 500 North State College Blvd., Suite 750 Orange, CA 92868 888 CalPERS (or 888-225-7377) Fax (714) 939-470	Orange			
San Diego Regional Office 7676 Hazard Center Drive, Suite 350 San Diego, CA 92108 888 CalPERS (or 888-225-7377) Fax (619) 220-7201	Imperial San Diego			

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